# USAG WIESBADEN QUARTERS CLEARANCE HANDBOOK

2014
GUIDE FOR QUARTERS CLEARANCE



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IMWB-PWH (AR 420-1)

MEMORANDUM FOR Vacating Housing Residents

SUBJECT: Quarters Clearance

- 1. This Quarters Clearance Handbook contains many items designed to assist you in successfully completing your requirements for clearing quarters. It identifies your responsibilities as a vacating resident of Government Housing, as well as the responsibilities of the Directorate of Public Works and the DPW Housing Division.
- 2. One important point to remember is to "get answers to questions, inventory discrepancies, damages and items of this nature prior to your final inspection." Waiting to take care of items at the last minute could result in failure, delays, and possible unnecessary expenses.
- 3. The Housing Facilities inspector is your guide throughout this process. It's difficult to capture all clearing requirements and place them in print due to numerous variables such as your daily housekeeping practices, whether or not you have pets, etc. They have an in-depth knowledge of clearing requirements and can provide helpful instructions.

Facilities Branch
DPW Housing Division

#### **INSPECTIONS**

#### 1. Final inspection

During this inspection the inspector will ensure you have met all your clearing requirements. A furnishings inventory will be conducted to account for all property on your hand receipt. Quarters and storage room must be totally empty, including personal property, and you should still have items in other common areas in or around the building. If all your clearing requirements have been satisfied, the inspector will collect all keys and you will be issued the Quarters Clearance Worksheets. You are advised to then report to the DPW Housing Customer Service Branch as soon as possible to complete the clearing process.

#### 2. Failed final inspection

If you did not pass your final inspection on the first appointment you would be required to schedule a recheck inspection for the next available day and time. Be advised that a recheck will not be done the same day you failed. Your inspector will leave you with a deficiency list that shows the area(s) of failure. You are reminded that charges may be assessed for failure to properly complete your final inspection. Be advised that outgoing temporary lodging can only be authorized upon proper vacating of quarters; therefore, it is highly recommended that you be prepared to surrender keys and vacate at your originally scheduled final inspection.

#### 3. Rescheduling inspections

Missed inspections are extremely costly to the government. Manpower, energy, and time are wasted if you fail to arrive at your inspection on time. Please refer to the convenient telephone listing at page 7 of this handbook, as needed. If you are unable to complete the clearing requirements for the scheduled final inspection please notify the Customer Service Branch as soon as possible to reschedule (DSN 337-5310/6290; commercial 0611-705-5310/6290).



PLEASE BE ADVISED THAT AT LEAST TWO (2) DAYS LEAD TIME IS REQUIRED TO SCHEDULE ANY TYPE OF INSPECTION DUE TO THE FACT THAT CONTRACTOR PERSONNEL PERFORM THESE FUNCTIONS.

## DAMAGES AND/OR LOSS TO GOVERNMENT PROPERTY

#### 1. Fair Wear and Tear

Fair Wear and Tear (FWT) is defined as the normal occurrence of expected wear to a component, system or any part of an assigned housing unit as a result of wear from normal use. FWT is not determined by family size or ages of dependents. An item that has to be repaired or replaced before it's full life expectancy has been reached, due to neglect or failure to correct the cause of damage or improper maintenance, is considered beyond FWT. Some examples of items typically not considered FWT: hand and fingerprints, stains, crayon marks, foodstuff, or decorative finishes on painted surfaces; performing an unprofessional paint job; scratches and gouges due to furniture being placed directly against the walls; scratches and or stains on floors; and dirty appliances such as burned in food on the ceramic stove top.

#### 2. Missing keys

The most common source of an unsuccessful final inspection is a failure to have all keys available. Your inspector can verify the number of keys you are required to have at the final, to include the exact number issued at the in-check inspection and any authorizations for additional keys after you moved in. Replacement of lost keys will be made at the sponsor's expense. Requests for replacement keys must be made in person at the DPW Housing Customer Service Branch or through the Housing Facilities Branch and residents will need to process a cash collection voucher or statement of charges. No cash will be accepted.

#### 3. Damages occurring during move-out

In some instances damages to Government property; i.e., walls, floors, and stairwells have occurred during the delivery or pick up of the resident's personal belongings or Government furnishings. If this occurs, it is the responsibility of the resident to identify the damage (i.e. scratched, dented, etc.) that was caused and to document it in writing. It has to be signed by the contractor that caused the damage. You then must contact the Transportation inspector to report these damages. The Damage Report Forms are attached for you at the last two pages of this handbook as *Appendix C and D*.

It is very important that the damage report in the Appendices C and D is signed by the driver to prevent charges or liability on your part.

#### **REPAIRS**



#### 1. SERVICE ORDERS AFTER THE PRE-INSPECTION

During your pre-inspection it is important to point out all known deficiencies within your housing unit. **Do not** call in service orders for your quarters after the pre-inspection. The inspector will identify all required work that will be performed by a contractor while the quarters are vacant. However, in the event you need to report an emergency service order prior to vacating, contact DPW for required repairs to protect your family as well as the property.



#### 2. PAINTING QUARTERS

It may be possible that you will be required to paint all or part of your quarters prior to clearance. If required, this is considered self-help. **Do not paint** any portion of your quarters **without first having your pre-inspection** and receiving any special instructions from your inspector. Depending on the need for you to paint it may only necessary to prime the surface(s) rather than paint. Your inspector can properly advise you!

NOTE: Spot painting of quarters or partial room painting <u>is not</u> permitted. If painting needs to be accomplished in order to clear, the entire wall from floor to ceiling will be painted. <u>Do not</u> paint the baseboards, light switches or receptacle covers. When applying paint it must be done in a professional manner to include cleanup of adjacent areas and floors. All self-help painting must be approved by the housing inspector. In a case where painting is not conducted accordingly, it will be subject to charges.

The DPW Self Help Store will only issue one gallon of paint. If you need additional paint the Self Help Store will provide you the correct color number and brand and you would have to purchase it at your expense.

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#### **CLEARANCE**

#### 1. FURNISHINGS CLEARANCE

During your pre-inspection your inspector will issue a copy of your furnishings hand receipt. Carefully review your hand receipt and ensure all furniture is accounted for. If there are any problems with your hand receipt you must contact the Furnishings Management Office and resolve discrepancies prior to your final inspection.

At the time you schedule your pre- and or final inspection, please order temporary furniture if required. Individuals to whom government furnishings were issued are liable for damage, destruction, or loss caused through negligence or willful misconduct by them or their Family members, guests, or pets. All furniture transactions for pickup, delivery or rescheduling can be arranged by contacting your housing counselor. There is a three day lead time requirement.

VERY IMPORTANT: Don't forget to wash all mattress covers, so that they are free of stains, before your final inspection!

#### 2. BULK TRASH

Residents who are vacating should start clearing out bulk trash items at least six months prior to departure. Bulk trash pickup is once a month. You will not be cleared from your quarters until all bulk trash items have been disposed of properly and the items picked up by the collection agency. Please also consider making use of the Recycle/Reuse Center on Clay Kaserne, as needed.

There are no exceptions.

## 3. BUILDING COORDINATOR (BC)/SELF-HELP IMPROVEMENT STORE CLEARANCE Appendix E

Another essential element to satisfactorily clearing your quarters on time is to obtain the signature of your BC. He/she is charged with ensuring you have properly removed all personal items from the common areas both inside and outside the building. In the event your BC is unavailable, you are to contact, in the following order, the Section Coordinator (SC) or the Area Coordinator (AC) for their confirmation you have complied accordingly. You must have an authorized signature from the BC, SC or AC to successfully clear your quarters. Departing BCs may not sign their own clearance papers.



DIRECTORATE OF PUBLIC WORKS DSN	COMMERCIAL
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#### **DPW Service Order Desk:**

- Wiesbaden	337-9999	0611-705-9999
Emergency Service Orders	115	0611-705-115
(After Duty Hours, American & German Holidays)	115	0011-705-115
<b>DPW Customer Service Representative</b>	337-5344/7144	0611-705-5344/7144
Appliance Repair	337-5249	0611-705-5249
Home Improvement Store	337-5583	0611-705-5583
Bulk Trash Info	337-5544/1560	0611-705-5544/1560

#### **HOUSING Duty Hours, (Mon-Fri 0730-1600 excluding U.S. Holidays)**

Customer Service Branch	337-5310/6290	0611-705-5310/6290
Facilities Management Branch	337-6376/5105	0611-705-6376/5105
Furniture Management Branch	337-5265/6105	0611-7055265/6105

#### **OTHER IMPORTANT NUMBERS**

Outbound Transportation	337-6472/3/4	0611-705-6472/3/4
ACS	548-9201	0611-1435489201
<b>Customs Office</b>	337-5188/6071	0611-705-5188/6071
POV Shipment	334-2723	
US Post Office	337-5055	0611-705-5055
TKS Cable	N/A	0611-718-976
Telekom	N/A	06131-149-3345
Damages caused by Movers of:		

- Personal Property	546-6090	0611-143-546-6090/92
- Government Furniture	337-5265/6105	0611-705-5265/6105
- Government Appliances	337-5265/6105	0611-705-5265/6105

#### **CLEANING STANDARDS**

#### There are two types of cleaning standards:

- a. MINIMUM CLEANING, Appendix A
- b. MAXIMUM CLEANING STANDARDS, Appendix B.

Service members on PCS, separation, or retirement orders or those that are directed to move for the convenience of the government are authorized to receive quarters cleaning at the expense of the government. The purpose of this service is to minimize Temporary Lodging Allowance (TLA) expenditures. Those authorized government contract cleaning are limited to up to three days outgoing TLA in most cases. Service members not on PCS, separation, or retirement orders or those that have not been directed to move by the government are not authorized to receive contract quarters cleaning at the expense of the government. Your inspector will specify the standards required for your final inspection. Refer to appendix A, minimum cleaning standards, and appendix B, maximum cleaning standards for specifics.





## APPENDIX A: MINIMUM CLEANING STANDARDS FOR THOSE WHO ARE AUTHORIZED GOVERNMENT CLEANING

Floors and installed carpet	
Sweep hardwood flooring and tiles	
Vacuum carpet	
Walls and ceiling	
Remove all dirt, cobwebs, crayon marks, pencil marks, food, and so forth	
from walls.	
Remove all nails, hooks, stickers and screw anchors.	
Remove all dirt, smudges, and other spots.	
DO NOT spot paint walls	
Light fixtures	
Ensure all fixtures have operating light bulbs.	
Doors	
Remove all paper, tape nails, gum, crayon marks, dirt, and heavy stains on	
both sides.	
Cabinets, closets, drawers, and shades	
Remove all shelf paper, tape, staples, tacks, food particles, trash, and	
personal items.	
Resident installed adhesive-backed items (i.e.; cup holders, hooks, and	
towel holders) will be removed and surfaces free of any sticky residue.	
Refrigerator and freezer	
Empty, defrost, wipe down to remove visible dirt/debris.	
Remove all food particles.	
Replace appliance bulb if needed. Drip pan must be empty.	

Range
Remove all burned/crusted on grease and food from accessible surfaces.
Wipe down range and range hood.
Wipe down air vent grills and replace filters as necessary.
Dishwasher, Washers and dryers
Wipe down interior and exterior surfaces.
Kitchen, bathroom, and toilet Remove stains, lime, and mineral deposits and excess soap residue
from all equipment.
Toilets are to be brushed out.
Trash can Empty, clean, and remove any crusted-on garbage.
Quarters with exterior receptacles must be empty and free of crusted
residue, to include the inside of the enclosure.
Built in wardrobes and cabinets Wipe down, remove stains/dust, food particles, and streaks.
Government temporary furniture Furniture must be placed in the appropriate rooms (i.e.; sofa in living Room, etc.).
Wipe down, remove stains/dust, food particles, and streaks.
Wash all mattress covers so that they are free of stains.
Outside area
Sweep and clear debris from common stairwell, sidewalks and patios.
Balconies, patios, and terrace must be swept and free of grease, dirt, oil, leaves, and weeds.
Drains must be clear of debris. Remove all vegetation from gutters, drains or other surfaces.

Driveway/Parking area: remove oil spots or grease and weeds/vegetation between the pavings.
Storage rooms/cages Storage rooms/cages will be broom swept.
Exterior for Residents of Single or Duplex Housing
a Lawn mowed no sooner than 3 days prior to vacating.
b Yard raked (includes removal of pet feces).
c Flower beds: weeds removed and soil turned over.
d Edge around driveway, curb, exterior walls, cement slabs, and stepping stones.
e Trim shrubs and bushes so as not to exceed the height of the window sill.
f Remove all vegetation from around and between terrace blocks, paver stones, etc.
g Properly dispose of yard waste.
i Fireplaces and any provided equipment or accessories will be free of ashes, dirt, soot, and dust.
j Garages are to be swept clean and all personal items removed.
Miscellaneous
All personal effects must removed before the final. This includes luggage, mops, televisions, brooms, toys, etc.

Residents are reminded that the standards listed above represent the minimum cleaning requirements in order to clear quarters. Areas that require extra cleaning because of neglect or lack of care during residency, are your responsibility and must be accomplished prior to clearing or will be subject to charges for "extra cleaning" if not accomplished.

### APPENDIX B: MAXIMUM CLEANING STANDARDS FOR RESIDENTS WHO ARE NOT AUTHORIZED GOVERNMENT CLEANING

The entire quarters will be cleaned and suitable for immediate occupancy. For the purpose of these cleaning standards, the term "clean" is defined as: free of dirt, dust, lint, stains, streaks, film, grease, mildew, food stuff, finger prints, cleaning material, mineral deposits, and all other forms of foreign matter. Charges will be assessed for any damages caused by the cleaning process or material. As a minimum, residents will be responsible to conform to the following standards before a final clearance is granted.

Kitchen
Electric ranges shall be unplugged or breaker switches/fuses turned "off" prior to cleaning. Inner and outer surfaces will be clean of grease, dust, rust, food, tarnish, and cleaning streaks. All parts that can be disassembled with use of a screwdriver will be cleaned and re-assembled. Range will be moved away from the wall to facilitate cleaning the total floor and wall area. Oven cleaners containing lye and other caustics should only be used in accordance with directions and will not be used on exterior enamel or chrome surfaces. Accessory parts like broiler pans, knobs, etc. must be in place.
Exhaust fans and ventilators will be cleaned completely free of grease, stains, and dirt sediments inside and outside. Clean or replace permanent filters.
Refrigerator and freezer must be clean of grease, dust, rust, food, tarnish, and cleaning streaks thoroughly on the inside and outside, to include doors, door gaskets, sides, top, and the area around coils as applicable. Freezer will be defrosted, ice maker and ice trays (where applicable) empty and dry. Cover at base of refrigerator, glass shelves, and vegetable trays are to be removed, cleaned, and reinstalled for inspection. Replace appliance bulb if needed. Move appliances away from the wall to facilitate cleaning the total floor and wall area.
Trash cans must be empty and clean (installed trash can under the kitchen sink) and remove any crusted residue.
Cabinets and countertops: exterior (including top) and interior surfaces will be clean. All shelf paper, tape, staples, and decals will be removed and surface to which adhered free of residue. Clear and wash all surfaces. Clean drawers completely so that frames and rollers are dust free.
Sink and plumbing fixtures will be clean and free of chalk and mineral deposits. Chromium plated hardware has to be clean and polished with a soft cloth or paper towel until shining.
<b>Dishwasher:</b> inner and outer surfaces of dishwasher will be clean. Racks, cutlery baskets, spray arms, and all components will be clean.
Wall tiles, fixtures and all equipment are to be polished to a streak-free shine.

#### Windows, light fixtures, and closets Glass, frames, casings, seals, ledges, and adjacent wall surfaces will be clean and dry. Accessible screens will be removed, cleaned, allowed to dry, and re-installed. The use of nails/screws for refastening screens is not permitted. Closets, including floors, walls, rods, shelves, drawers, and doors will be clean. Light fixtures will be clean and reinstalled. Included in the cleaning operation will be removal, washing, and replacing of light globes, reflectors and similar items. **Bathrooms** Bathtub, shower stalls, and sinks will be clean. Fiberglass tubs. shower stalls, and sinks will not be cleaned with an abrasive cleaner. All decals and adhesive-backed items will be removed. Strong abrasives will not be used to clean chromium-plated hardware. These fittings will be washed, allowed to air dry, and polished using a clean, dry, soft cloth or paper towel. Toilet bowls, water closet, and toilet seats will be cleaned with a disinfectant detergent. Cleansers containing strong abrasives, acids, or alkali solutions will not be used. A calcium remover will be used only when necessary. All toilet seats will be washed on both sides and under the fastener caps. Broken toilet seats (Self Help Store item) will be replaced. Tile and grout will be clean. A calcium remover will be used only when necessary. Tile surface will be smooth to the touch and free of all cleaner residues. Polish all equipment, fixtures, and wall tiles to a streak-free shine. Mirrors and Medicine Cabinets, to include interior and exterior surfaces, shelves, and tracks, will be clean. Mirrors will be cleaned with glass cleaner and polished with a soft cloth or paper towel. Walls, Doors, and Baseboards Walls, Painted Doors, and Baseboards: Surfaces painted with enamel (kitchen and bathroom walls, doors, etc.) will be cleaned utilizing a strong cleanser. Walls throughout the remainder of the quarters are painted with latex water based paint; therefore, extreme care must be exercised to ensure the surface is clean without damaging the paint. They should be cleaned with a damp sponge and a mild cleanser; excessive rubbing will remove the paint. Painted surfaces and baseboards will be cleaned with a chemical type cleanser intended for household use. Radiators and vents

Wash radiators, pipes, and vent registers. Remove dirt, sediments, and

Floors
Floors: remove all stains and dirt sediments. All floors (without carpet) shall be damp mopped, including under furniture and equipment. PVC tile, linoleum, and wooden floors shall be polished with an emulsion-type polish that will not build up or damage the wooden floor sealer. Care should be taken not to damage floor surfaces with cleaning materials. Old floor wax shall be removed from baseboards. Remove marks from baseboards. Duplex and single houses where the basement floor surfaces are painted or finished shall be damp mopped to remove all spots and dirt and floor drains shall be cleared of residue. Other floor cleaning includes vacuuming/shampooing (carpets). Types of floor surfaces include wood, linoleum, asphalt tile, vinyl tile, mosaic tile, carpet, rugs, and concrete. All movable equipment and appliances will be moved to clean floors underneath. All items moved during floor cleaning operations will be returned to original positions. Shampoo all installed carpet. First, vacuum carpet to remove all dust, dirt, loose soil, and foreign matter; then shampoo the carpet with commercially available cleaners specifically designed for carpet. Vacuum the carpet again after it has dried. All floor surfaces must be dry for the final inspection.
Government furniture
Wood furniture will be wiped down, stains removed, and a light coat of wood polish applied. The drawers will be clean and left open; staggered from top to bottom. Upholstered furniture (i.e.; sofa, mattress, mattress cover, easy chair, pillows, etc.) will be brushed, vacuumed, and all stains removed. Wash all mattress covers so that they are free of stains. All upholstered surfaces must be dry for the final inspection. Mirrors should be cleaned to shine with no streaks.
Outside area
<ul> <li>Sweep and clear debris from common stairwell, sidewalks, and patios.</li> <li>Balconies, patios, and terraces must be swept and free of grease, dirt, oil, leaves and weeds</li> <li>Drains must be clear of debris. Remove all vegetation from gutters, drains, or other surfaces.</li> </ul>
Driveway/Parking area: remove oil spots or grease and

#### Storage rooms/cages

\_\_\_\_\_ Storage rooms/cages will be broom swept and free of personal items.
\_\_\_\_\_ Exterior **trash can** must be clean, empty, free of crusted residue, and placed inside the enclosure.

Exterio	for residents of Single or Duplex Housing
a	Lawn mowed no sooner than 3 days prior to vacating.
b	Yard raked (includes removal of pet feces).
C	Flower beds: weeds removed and soil turned over.
d	Edge around driveway, curb, exterior walls, cement slabs, and stepping stones.
e	Trim shrubs and bushes not exceed the height of the window sill.
f	Remove all vegetation from around and between terrace blocks, paver stones, etc.
g	Remove bushes, scrubs and trees planted by the resident.
h	Properly dispose of yard waste.
i	Fireplaces and any provided equipment or accessories will be clear of ashes, dirt, soot, and dust.
j	Garages swept clean and all personal items removed.
Miscella	neous
televisio	All personal effects removed before the final? [Includes luggage, mops, ns, brooms, toys, etc.]

After your pre-inspection, if you have any questions regarding the final, you should contact the Housing Facilities Office for assistance.

# APPENDIX C: REPORT OF DAMAGE TO GOVERNMENT PROPERTY CAUSED BY DELIVERY/PICK-UP OF PERSONAL HOUSEHOLD GOODS

Complete this document *before* the moving company workers leave your quarters! You can record this same information on the company's survey sheet (DD Forms 1840, 619, 619-1) or your inventory list. However, for your convenience, this form is provided to ensure you obtain all the necessary information for a claim to be properly processed. *Be sure to ask the lead packer or delivery person to sign this form.* If they decline, state that in the space indicated for their signature.

When completed, take a copy of this form to the Housing Office and provide a copy to Mr. Martiny (DSN 546-6090 or 546-6092 CIV 0611-143-546-6090/92). Remember to retain a copy for your records.

Failure to report the damages within 48 hours of the occurrence could result in non-payment for damages by the responsible party and possible personal charges as well as delays in successfully clearing your quarters.

RESIDENT: Please provide a detailed description of what was damaged and any other

Moving Company Representative
Name of moving company:
Name of on-site supervisor:
Moving company address:
Companies phone number:
Company's fax number:

# APPENDIX D: REPORT OF DAMAGE TO GOVERNMENT PROPERTY CAUSED BY DELIVERY/PICK-UP OF GOVERNMENT FURNISHINGS OR EQUIPMENT

Complete this document **before** the moving company workers leave your quarters! You can record this same information on the hand receipt or other inventory documents provided during the delivery or pick-up. However, for your convenience, this form is provided to ensure you obtain all the necessary information for a claim to be properly processed. <u>Be sure to ask the lead delivery person to sign this form</u>. If they decline, state that in the space indicated for their signature.

When completed, take a copy of this form to the Housing Office. Remember to retain a copy for your records.

Failure to report the damages within 48 hours of the occurrence could result in non-payment for damages by the responsible party and possible personal charges as well as delays in successfully clearing your quarters.

RESIDENT: Please provide a detailed description of what was damaged and any other

Resident Signature	<b>Moving Company Representative</b>
Please print:	
Sponsor's Name:	Name of moving company:
Sponsor's phone number:	Name of on-suit supervisor:
Address:	Moving company address:
Spouse's phone number:	Companies phone number:
Date damage occurred:	Companies fax number:

#### APPENDIX E: BUILDING COORDINATOR (BC) AND SELF-HELP/HOME IMPROVEMENT STORE CHECK OUT SHEET

To successfully terminate your quarters, we must ensure that all accounts with the Home Improvement Store have been satisfied and all common areas and storage areas have been properly cleaned/cleared with the BC. Have this form endorsed completely prior to your scheduled final termination inspection.

There are no exceptions to clearing either of these check points.

I. RESIDENT		
Sponsor's Printed Rank, Name	Quarters Address	
I certify that as the departing resident, that all equipm Help/Home Improvement Store has been satisfactorily from the attic and/or basement areas and these areas	returned. All personal items have been removed	
Departing Sponsor's Signature	Date	_
II. BUILDING COORDINATOR		
BC's Printed Rank, Name	Bldg. Number	
Work Phone Number:		
As the designated BC for the address shown above, by to the avoce named departing resident have been remareas. Remember: A BC <u>can not</u> sign their own clears	oved form the common areas and assigned storage	
BC's Signature	Date	_
III. HOME IMPROVEMENT STORE		
The Home Improvement Store stamp certifies that all estimates satisfactory condition.	equipment and/or property has been returned in	
Date:		
Distribution:		
Original – Inspector at final inspection		

Copy – Home Improvement Store

Remember: This form must be completely endorsed and provided to the inspector during your final inspection.